

China & China/Hong Kong – Revision of Booking Cancellation Fee April 1, 2020 & Late / Incomplete Fee (LIF) for No show April 18, 2020

FAQ Version. 20200319

This is a directive change to bring forward the application of booking cancellation as the previous application is deemed to be no longer sustainable for Hapag-Lloyd.

1. What is the quantum of the MPO (BCF) & LIF in China & Hong Kong?

- Manual Processing Fee of Booking Cancellation Fee (MPO): CNY300/Bill for China export shipment.
- Booking Cancellation Fee (BCF): HKD300/Bill for Hong Kong export shipment.
- For customers who did not inform us to cancel but eventually no show, an additional late fee to apply at LIF: CNY250 /Bill for China export shipment.
- For customers who did not inform us to cancel but eventually no show, an additional late fee to apply at LIF: HKD250/Bill for Hong Kong export shipment.

2. When is the new BCF/MPO & LIF effective date?

- New BCF/MPO effective from shipment ETD is on/after Apr 1, 2020.
- New LIF effective from shipment ETD is on/after Apr 18, 2020.

3. What is calculation basis for cancellation time?

- Cancellation 7 calendar days or less before the ETD of the first intended vessel

For example:

The first intended vessel ETD is Apr 20, 2020 on Booking Confirmation.

Customer send cancellation before Apr 14, 2020 --- no BCF/MPO occurred.

Customer send cancellation on/after Apr 14, 2020 --- BCF/MPO occurred.

Customer did not send cancellation before Apr 20, 2020 --- BCF/MPO and LIF both occurred.

4. Will BCF/MPO/LIF cover all shipments?

- BCF/MPO/LIF applicable for General Cargo shipments.

Out-of-Gauge, Breakbulk and Dangerous Goods are currently excluded.

5. How to define “ETD of the first intended vessel”?

- For the first intended vessel schedule available, calculation base on same vessel the latest ETD on BOBC.

- For the first intended vessel schedule not available, such as CNWUH & PRD shipments, Calculation base on the ETD on first BOBC.

6. Can customer request to delay vessel?

- Customer request delay vessel timing is 7 calendar days or less before the first intended vessel, this will treat as “Cancellation”. BCF/MPO should be applicable. Booking will be cancelled once BCF/MPO is invoiced, customer should re-book.

7. If BCF/MPO have exception for Empty Return/Withdrawn Shipment?

- If cancellation is requested 7 calendar days or less before the ETD of the first intended vessel, BCF/MPO will be charged.

8. If partial container(s) cancelled by customer in one booking number, BCF/MPO applicable or not?

- BCF/MPO is charged basis in Booking, if partial container(s) cancelled, BCF not occurred.

9. When the booking is made within the BCF/MPO chargeable period (-7day ETD) but finally cancelled.

- Late booking placed by customer and space confirmed, customer should bear the BCF/MPO if they cancel the booking.

10. Booking cancellation due to HL reason

- BCF/MPO will be applicable due to customer related issue, If booking cancelled due to HL reason, we will not charge BCF/MPO.

11. If BCF/MPO applicable for booking space rejected?

- In the event where vessel allocation is full resulting in the rejection of booking, BCF/MPO will not be applicable.